

Solicitation: USTDA-06-Q-41-041

This is a combined synopsis/solicitation for commercial items prepared in accordance with the format in FAR 12.6, as supplemented with additional information included in this notice. This solicitation announcement constitutes the only request for quotation. No other written solicitation will be issued. This is a full and open competition. The NAICS Code for this work is 541513-Computer Facilities Management Services. The solicitation document and incorporated provisions and clauses are those in effect through Federal Acquisition Circular 2005-06 dated November 14, 2005. Interested firms have until the close of business 4:00pm December 22, 2005 to submit their quotations to the identified point of contact. Business and or technical questions regarding this acquisition must be submitted in writing to contract@ustda.gov no later than December 8, 2005. Oral communications are not acceptable in response to this synopsis/RFQ. A price proposal shall be submitted on a fixed price, monthly basis for a base year and four (4) option years. The U.S. Trade and Development Agency is seeking technical proposals and cost quotes from U.S. firms capable of providing disaster recovery services in accordance with the provided statement of work. The offeror shall furnish, as required, the equipment, site location, power, office space, and other offeror support services required in accordance with terms and conditions of the contract. An emergency or a disaster is defined as any event, whether natural or man-made, such as: fire, power failure, water damage, bombing, natural disaster, errant hardware/software, etc., which would hamper or stop the critical processing directly related to USTDA's overall mission. The determination that an emergency or disaster exists, and its extent, will be at the sole discretion of USTDA. However, USTDA will not use the backup site to process excess workload regardless of the nature of the work or its importance.

Period of Performance: It is desired that this contingent capability remain in place for a period of one year, with four (4) one-year options. The estimated planned period of performance is one year, March 20, 2006 to March 21, 2007 for the base and option years start and end on those dates in the respective years to follow, for a total of five years.

MONTHLY CHARGES	
Total Monthly Charge:	\$
Minimum total Monthly Charge:	\$

RECOVERY CHARGES	
Initial Recovery Charge:	\$
Day(s) Included in Initial Recovery Charge	
Daily Recovery Charge per day thereafter:	\$

RECOVERY EXERCISE	
Initial Contract Period Year 1 – Total Hours:	
Number of Exercises:	
Each subsequent twelve-month period – Total hours:	
Number of Exercises:	
Additional Recovery Exercise time, per 40hr block:	\$
Additional Recovery Exercises, per exercise:	\$

The above is an example of how one might consider each cost to arrive at a fixed price for each year and/or arrive at appropriate payment terms.

Proposal shall be submitted in accordance with the instructions provided here:

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1. Technical - A brief narrative statement by the offeror describing the facility and capabilities proposed to satisfy the requirement described herein of no more than 10 pages in length. Corporate commercial capabilities information on the offeror should not exceed 5 pages in length. Offeror must demonstrate an understanding of USTDA's requirement and demonstrate an approach or ability to adequately manage the contract. The Government may request a site visit, at its discretion.
2. Past Performance – Describe the relevancy and success in past performance efforts of similar scope and complexity for no more than three (3) customers during the past three (3) year period. Reference data shall include agency or company name, description of services provided, and point of contact, including valid phone numbers or fax numbers.
3. Price – A description of contract line items, resources or services to be provided, along with justification or explanation for prices offered. A price proposal shall be submitted on a fixed priced, monthly fee basis for base year and each option year. For example, yearly estimated cost breakdown: Base year at \$_____ = \$_____; Disaster declaration fee = \$_____; _____ days available at \$_____ = \$_____; Year 2 cost, etc. (Contract funding for option years are subject to the availability of funds).

Evaluation Criteria: Performance and Quality Measurement

1. Corporate Resources – Evidence that the offeror has the corporate resources and facilities required, an understanding of USTDA's requirement and an approach or ability to successfully manage the contract and contemplated start up schedule. Negative responses to any of the requirements shall indicate that the Offeror cannot fulfill the requirements of the Government. (Up to 60 points)
2. Past Performance – Evidence that offeror has had success in past performance efforts of similar scope and complexity during the past three (3) year period and that the offeror's commitment to its contracts are appropriate to meet the requirements and schedules as agreed. (Up to 40 points)
3. Price/Cost – BEST VALUE for award: A contract will be awarded to the responsible offeror whose quote is the most advantageous to the Government based on technical factors, cost, and past performance. Importance is in descending order with the most important factor first. Although technical factors are considered paramount to price, the closer the technical scores, the more important price becomes. Accordingly, the Government may issue a contract to other than the lowest priced offer, or other than the offer with the highest evaluation rating. The Government reserves the right to make the best value award. At USTDA's discretion, award may be made without any discussion.

The provision at 52.212-1, Instructions to Offerors—Commercial Items, applies to this acquisition. In accordance with FAR 52-212-2, award will be based on best value, based on technical, then price. Offerors shall include a completed copy of the provision at 52.212-3, Offeror Representations and Certifications—Commercial Items with their offer, (available from www.ustda.gov website). The following clauses apply to the acquisition: 52.214, Contract Terms and Conditions—Commercial Items; 52.212-5, Contract Terms and Conditions Required to Implement Statutes or Executive Orders-- Commercial Items; FAR 52-232 – “Payment by

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Electronic Funds Transfer Central Contractor Registration, 52-219-8, Utilization of Small Business, 52.222-3, Convict Labor, 52.222-21, Prohibition of Segregated Facilities 52.222-26, Equal Opportunity, 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans, 52.222-36, Affirmative Action for Workers with Disabilities, 52.222-37, Reporting Requirements for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans, 52.225-13, Restrictions on Certain Foreign Purchases, 52.232-33, Payment by Electronic Funds Transfer- Central Contractor Registration, 52.239-1, Privacy or Security Safeguards. 52.222-46, Evaluation of Compensation for Professional Employees.

INSTRUCTIONS: Proposals shall be sent to the U.S. Trade and Development Agency, Contracts Office, 1000 Wilson Boulevard, Suite 1600, Arlington, VA 22209, Attention Della Glenn, Contracting Officer. Offerors should submit 3 copies of the technical proposal and 3 copies of the cost proposal for receipt at USTDA by 4:00 Eastern Time on December 22, 2005.

SECTION C - STATEMENT OF WORK

C.1. SCOPE OF WORK

The Contractor must provide Business Continuity and Disaster Recovery Services for automated information systems at an alternate site in accordance with Disaster Recovery Plan Solicitation Excerpts, Attachment A. Attachment A calls for a hot site with a workgroup solution and Internet connectivity. The contractor must maintain a facility to accommodate USTDA's seating requirement for a workgroup solution (Facility) and an alternate processing site that meets all USTDA requirements as specified in Attachment A. The contractor's alternate site, workgroup solution, and Internet connectivity must be made available for USTDA restoration of services as soon as possible, not to exceed 12 hours, of initial notification. In the event of a disaster, data backups will be sent to the contractor's alternate processing site from USTDA's off-site storage facility. Systems, networks, and data must be restored before the alternate site can be declared operational and traffic redirected from USTDA's Arlington, VA office to the alternate site. Recovery time for all services including installation, configuration and testing of systems and networks must be within 24 to 48 hours of notification. Contractor is responsible for configuring hardware for USTDA software installation and configuration. USTDA technical staff is responsible for system installation and configuration. Contractor must provide administrative, system and network technical support as requested by USTDA restoration team or the USTDA Disaster Coordinator. Contractor support during restoration must be provided in an efficient and timely manner.

C.2. WORK TO BE PERFORMED

The contractor must provide the following services and tasks:

a. Business Continuity and Disaster Recovery Services

1. Contractor must provide hot alternate processing site and a Facility for a workgroup solution, specific hardware and software requirements to support USTDA IT systems outlined in section C.2.c of this SOW.
2. Contractor must provide USTDA access to the alternate processing site and the Facility within 12 hours of disaster notification. All hardware components listed in section C.2.c of this SOW must be available and ready for installation at the alternate processing site. Internet connectivity must also be available within 12 hours of notification. All seating requirements must be available in the Facility within 12 hours of notification.
3. Contractor must provide USTDA exclusive use of essential services described below within 12 hours of disaster notification. Services must be available for up to 6 weeks from the date of notification and must include:
 - a. An initial work group space to accommodate 15 seats, with the option to expand to 70 seats, if available. Work group space must accommodate a desk, chair, telephone, and networked, internet-connected PC for each user, no less than 6 square feet of space per seat, per user.

- b. Typical office services, including printers, copiers, shredders, mail and package shipping and receiving.
 - c. Domestic and international calling and faxing capability (should have this capability from both the facility and processing locations).
 - d. A conference room including a projector and white board.
4. Contractor must provide comprehensive technical and administrative recovery support during a disaster on a 24-7 basis, as required by USTDA. This includes operational, communications, security, systems and customer support personnel as appropriate.

b. Primary Recovery Site Infrastructure and Environmental Requirements

- 1. The primary alternate processing site and the seating facility (Facility) must be co-located.
- 2. The primary alternate site must be located within 30-mile radius of USTDA offices in Rosslyn, VA.
- 3. The Contractor must maintain a secondary alternate processing site in a different region of the country and at least 500 miles from the primary alternate site. The secondary site must provide redundant support for USTDA's requirements listed in section C.2.c. The secondary facility must be available for activation during disaster recovery testing and at the time of a disaster declaration in case the primary site is not available. There is no requirement to provide a secondary Facility.
- 4. Facility should be Metro accessible and provide adequate parking for USTDA employees while working at the site. Facility and primary recovery site must provide USTDA employees with healthy, safe and secure working conditions. Physical security in the areas surrounding the Facility and the restoration site (e.g., parking lot) is required. The Facility and the restoration site must provide basic employee services, such as restrooms, drinking water and lunchroom including a microwave and a refrigerator.
- 5. Facility must provide adequate security including features such as 24-7 manned security service at the front desk and data center, video security monitoring of the facility and parking lots, and controlled access to the facility, the data center, and the room(s) used for seating.
- 6. Contractor must provide USTDA with a secure storage area (e.g. 4 drawer file cabinet) to store USTDA software media, DRP documentation, manuals, procedures and any other materials required for recovery and training. This storage requirement is for the duration of the contract, including testing and restoration periods. The secure storage area must be dedicated to USTDA and placed in a secure room where access is limited to authorized contractor personnel.
- 7. The Facility and the restoration site must provide hazard-free, environmentally controlled and access controlled work areas. Temperature and humidity requirements must be within industry standards, between 62 to 70 degrees temperature and a 45% humidity level. The

Facility and restoration site must comply with local fire and safety codes and must have been inspected and approved by a county/city official within the last 12 months.

8. The contractor must provide a fully operational backup generator at each recovery facility within twelve (12) hours of disaster declaration. The backup generator shall have sufficient capacity to keep the computer systems, air conditioning, lighting, security system, fire detection and suppression system operational in the event of a power disruption or interruption.
9. Facility must provide T1 Internet connectivity via contractor's router and firewall.

c. Hardware, Software and Technical Requirements

1. The contractor must provide at a minimum, the following USTDA dedicated hardware configuration or equivalent hardware configuration:
 - a. 1 Intel-based Server: 2x3GHz, 6x75GB, RAID 5, 3GB RAM, 100/1000 Ethernet NIC, floppy drive required. Will host the following: Win2K OS, file services, MS SQL Server 7.0, Interscan Antivirus/Antispam software, Blackberry Enterprise Manager;
 - b. 1 Intel-based Server: 2GHz, 6x35GB, RAID 5, 2.0GB RAM, 100/1000 Ethernet NIC, floppy drive required. Will host the following: Win2K OS, Microsoft Exchange 2000;
 - c. 1 Intel-based: 2x3GHz, 3x35GB, RAID 5, 4.0GB RAM, 100/1000 Ethernet NIC, floppy drive required. Will host the following: Win2K OS, CITRIX Metaframe Presentation Server;
 - d. 1 Apple Application Server: PowerMac 8150, 150 MHz, 128 MB, floppy drive required. Will host the following: Apple OS 7.6.1, 4th Dimension Server version 1.5
 - e. 1 router capable of supporting IPSEC 3DES VPN, such as CISCO 2600 series.
 - f. 1 PIX 515 firewall capable of supporting VPN
 - g. 1 switch/hub
 - h. 15 (minimum) desktop computers running Windows XP
2. Contractor must support USTDA IT staff to build a VPN tunnel with National Business Center (NBC), Denver, CO.
3. Contractor must provide software used to configure hardware. All application and operating system software will be provided by USTDA.

d. Recovery Exercise and Exercise Support

1. The contractor must provide 24 hours of recovery exercise hours each year. The contractor must allow USTDA to purchase additional recovery exercise time as needed.
2. The contractor must provide recovery exercise technical support personnel before, during and after recovery testing to ensure USTDA's DRP will be implemented successfully at the contractor's recovery facilities at the time of disaster declaration.
3. There shall be one (1) or more tests per year, divided into one (1) or more eight (8) hour increments. The contractor shall satisfy subscriber requests to schedule test time within

three (3) months of the date of request, and as far ahead as two (2) years into the future. Tests shall be on dates and times mutually agreeable to the contractor and Government.

4. The contractor shall send a confirmation letter to a subscriber within seven (7) days of a test being scheduled. The confirmation letter shall include the date and time of the test, a copy of the test planning and assessment documentation from the subscriber's last test, and a test planning form, to be completed by the subscriber and returned to the contractor at least thirty (30) days prior to the test. As follow-up to the letter and the completed test planning form, the contractor shall call the subscriber, at least fourteen (14) days prior to the test, to coordinate all technical and logistical aspects of the test. During that call, the contractor shall describe, and the subscriber will validate, who is responsible for what activities, and when they will be completed, before, during, and after the test. After the test, the contractor and subscriber shall provide a written assessment of each others performance and the test results.
5. If a subscriber's test is canceled by the contractor prior to the test's completion, due to another subscriber declaring a disaster, or if a subscriber's test cannot be completed due to the unavailability or malfunctioning of the contractor's system or network resources, the scheduled test time shall be credited in full to the subscriber. Credited test time shall be rescheduled, at the subscriber's request, either during the current or the following contract year, and/or a mutually acceptable cost reduction shall be negotiated.
6. A subscriber may cancel or reschedule reserved test time sixty (60) or more days before a scheduled test without penalty.

e. Configuration Change Management

1. If USTDA requires a change to the configuration or network services, it will provide 21 days written notice to the contractor. The contractor must implement the changes to the recovery configuration requirements within 21 days.

f. Personnel Security

1. Contractor personnel assigned to support the customer's recovery exercises and recovery events shall be subjected to suitability screening and background investigation, in accordance with Federal regulations. Background investigation shall include, at a minimum, checking criminal court records and a Federal criminal check, verifying social security number, U.S. citizenship or Green card Holder, credit, employment and education records and reports to determine suitability for employment.

g. Period of Performance

1. Contractor must meet the requirements of this contract within 60 days of contract award date.

Attachment A

Disaster Recovery Plan (DRP) Solicitation Excerpts

ACTIVATION STATEMENT

This plan may be activated by USTDA executive management as a result of a facility (e.g., office space, data center, building), local (e.g., city, county), regional (e.g., State of Virginia, District of Columbia, mid-Atlantic region), or a national disruption that directly or indirectly affects USTDA routine operations. It may be activated at the sole discretion of one member of USTDA executive management as identified in the Line of Succession, or it can be activated proactively by any member of the Line of Succession when a Continuity of Government Condition (COGCON) level 1 is issued by the Federal Emergency Management Agency (FEMA), including under conditions that have no immediate and direct impact on USTDA operations.

INTRODUCTION

Purpose

This Disaster Recovery Plan establishes procedures to recover critical and essential USTDA's IT applications and services at an alternate site following a major disruption at or around the USTDA Rosslyn, VA offices. The following objectives have been established for this plan:

- Support the effectiveness of contingency operations through an established plan that consists of the following phases:
 - **Activation phase** to detect and assess damages and, if needed, to authorize activation of the plan
 - **Notification phase** to inform USTDA management and staff, the restoration service provider, other Government agencies, and USTDA contractors about the temporary disruption to operations and projections for resuming partial or full operations.
 - **Recovery phase** to restore critical and essential USTDA IT operations at an alternate site for a period of up to 6 weeks.
 - **Reconstitution phase** to restore IT system-processing capabilities to normal operations at the Arlington facility, or at a substitute facility if the Arlington facility cannot be restored in 6 weeks.
- Identify the activities, resources, and procedures needed to continue USTDA's processing requirements at an alternate site during prolonged interruptions to normal operations.
- Assign responsibilities to designated personnel and provide guidance for recovering critical applications and services during prolonged periods of interruption to normal operations.

- Ensure coordination with other Government organizations and staff who will participate in the contingency planning strategies. Ensure coordination with external points of contact and vendors who will participate in the contingency planning strategies.

Scope

Applicability

Different failure scenarios were considered to form a basis for the plan, and multiple assumptions were made. The applicability of the plan is predicated on two key principles:

- a. The USTDA's facility located at 1000 Wilson Blvd., Arlington VA is inaccessible and/or IT systems located in the USTDA data center on the 16th floor are not operational; therefore, USTDA is unable to perform processing of critical application and services identified in the Agency's mission statement and the Continuity of Operations Plan (COOP).
- b. A valid contract exists with a restoration service provider that designates the primary USTDA restoration site in one of the provider's facilities.

USTDA will use an alternate site and information technology resources provided at the alternate site to recover USTDA infrastructure functionality during emergency situations that prevents access to the USTDA Arlington facility and/or prevents effective use of the USTDA's IT resources.

The designated computer systems, networks and general office support services at the alternate site will be configured to begin processing USTDA information within 24 to 48 hours after USTDA declares a disaster and notifies the disaster recovery services provider of its intent to relocate to the alternate site.

The alternate site will be used to continue USTDA recovery and processing throughout the period of disruption (but not expected to exceed 30 days), to allow USTDA to return to normal operations at its original Arlington facility or at a substitute Government owned or leased facility.

This planning guide does not address facility-level or organizational contingency planning, except for those issues required to restore information systems and their processing capabilities. Facility-level and organization contingency planning are normally the topic of a COOP rather than an IT Disaster Recovery Plan. In addition, this document does not address contingency planning for business processes because that subject would normally be addressed in the USTDA Business Resumption Plan (BRP) or Business Continuity Plan (BCP). Although information systems typically support business processes, the processes also depend on a variety of other resources and capabilities not associated with information systems. Continuity of operations, business resumption, and business continuity plans are part of a suite of emergency management plans further described in Section 2.2 of the NIST SP 800-34 guide, *Disaster Recovery Planning Guide for Information Technology Systems*.

Assumptions

Based on these principles, the following assumptions were used when developing the USTDA IT Disaster Recovery Plan:

- The IT Disaster Recovery Plan was designed to restore critical operations within 24 hours of disaster declaration, and essential services within 48 hours of disaster declaration.
- A disaster will be declared if the USTDA servers and/or network are inoperable at the USTDA data center and cannot be recovered within 72 hours.
- Key USTDA servers and network administrators have been identified and trained in their emergency response and recovery roles; they are available to execute the USTDA Disaster Recovery Plan.
- To reduce the risk of a disaster, preventive controls (e.g., generators, environmental controls, waterproof tarps, sprinkler systems, fire extinguishers, and fire department assistance) are implemented and operational.
- Data center equipment, including components supporting USTDA hosts and network components are connected to an uninterruptible power supply (UPS) that provides 45 minutes to 1 hour of electricity during a power failure.
- Utilities, servers and/or communications equipment cannot be repaired on-site at the USTDA Arlington facility for at least 72 consecutive hours.
- Current backups of the application software and data are intact and available at the off-site storage facility. Arrangements were made with the off-site storage facility to send backup media to the restoration site.
- Within 12 hours of formal USTDA notification to the restoration service provider, all the equipment, network connections, services, and capabilities required to resume USTDA operations will be provided by restoration service provider at the restoration site.
- Service agreements are maintained with USTDA maintenance service providers for the facility and for IT systems hardware, software, and communications, to support on-site restoration of failed equipment.
- Detailed and proven installation, configuration, and hardening procedures exist for every IT system, including servers, workstations, security system, and communications equipment, required to restore USTDA's critical and essential services at the restoration site. These procedures will be used to set up the IT infrastructure at the restoration site.
- Both the USTDA IT staff and the restoration service provider technical staff are trained in installing, configuring, and hardening the IT systems at the alternate site.
- Complete documentation (including this plan) and media are stored at the restoration site to allow rebuilding of the USTDA network and servers without requiring additional information/media.
- The USTDA documentation and media at the alternate site is stored in a secure location. Access to this location is restricted and must be authorized by USTDA.
- The USTDA Disaster Recovery Plan does not apply to the following situations/conditions:
 - Disruptions to operations estimated to last less than 72 consecutive hours

- Federal Government official shut down of services for any length of time for reasons other than FEMA COGCON level 1 and level 2 (e.g., Federal Government shut down because of budget impasse)
 - Federal Government or State imposed curfew preventing USTDA restoration team member from traveling to the alternate site and preventing the data backup storage facility from sending backup media to the restoration site
 - The COOP identifies critical and essential services as approved by USTDA executive management. Services and functions not explicitly identified in the COOP were excluded from this plan. They may be restored ad-hoc after all critical and essential services are restored.
- USTDA developed and tested a procedure for emergency shut down and evacuation of the data center. A data center Standard Operating Procedure (SOP) exists for emergency, as well as routine shutdowns of data center equipment.

Restoration Requirements

Through careful analysis of the functions of each division within USTDA, a detailed list has been compiled that identifies the mission critical and mission essential needs of the agency in the event of a disaster. These needs include:

- Ensuring that payments are made to contractors within the 30-day limit as required by law
- Payroll is met
- E-mail services are available to all staff
- The USTDA website is up and operational for use as a bulletin board to inform staff of agency updates
- Basic office amenities, such as desks and chairs, workstations, printers, phones, fax machine, package and mail shipping/receiving, and a conference room are available at the restoration site

The following IT functions and general office services were identified as **critical** to recovery within **24** hours of notifying the restorations service provider of a relocation decision by the USTDA Disaster Management Team:

- Email Services
- Productivity Software
 - MS Office 2003
- Federal Personnel Payment System (FPPS) and Oracle Federal Financials (OFF)
- TDAMIS
- Connectivity to the Internet
- Domestic & International calling and faxing capability
- 15 Seats, each including a desk, chair, networked PC, and a phone
- Blackberry
- Connectivity to DOI National Business Center (NBC) in Denver, CO.
- Website maintenance software
 - DreamWeaver (version)
 - PhotoShop CS (version)
 - FrontPage 2000

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- Office services, including printers, copiers, fax machine, shredders, and phones
- Blast fax capability

The following IT functions and general office services were identified as **essential** to recovery within **48** hours of relocation to an alternate site:

- Other Productivity Software
 - Adobe Acrobat Professional 7.0
 - File Maker Pro 4.0
 - Quark Xpress (version)
 - MS Visio (version)
- Remote location IT development/monitoring software
- Cell phones
- Conference room including a projector and a white board
- Office services, including mail & packages shipping and receiving